

# Prepaid Cards — Support & FAQs

## Prepaid Cards - Support & FAQs

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## Prepaid Card Form

The Prepaid Card form is used by departments and units to establish an NYU prepaid card program or request additional cards under an existing program.

The NYU Prepaid Card (Bank of America Visa Debit Card) is a payment tool offered as a supplement to the University's Petty Cash program, administered by the Office of the Bursar.

**A prepaid card program can be established for disbursing funds through stored value cards for:**

- Payment to participants in research studies
- To cover minor office expenditures
- For reimbursements to students

## New Online Form for Prepaid Cards

Prepaid Card Programs and Card requests are now submitted via an online form, replacing the PPC100OB and PPCR200OB paper forms.

## Where Is the Online Form?

Here is the [online Prepaid Card Request form](#). The form is also accessible via NYU FinanceLink > Buying and Paying > Prepaid Cards.

The screenshot shows the 'PREPAID CARD' form interface. At the top left, it says 'PREPAID CARD OFFERED BY: FINANCELINK'. In the top right corner, there is an 'Attachments' button. The main heading is 'Request form for Prepaid Cards', followed by the instruction: 'Use this form when requesting to establish a prepaid card program for your school, department, or unit.' Below this are three numbered steps: 1. Submit completed form to the Fiscal Officer for approval. 2. The office of the Bursar will notify the Custodian when the cards are available for pick-up. 3. To obtain the cards, the person designated as Custodian must present a valid NYU identification at the time of pick-up at 383 Lafayette Street. A link to the 'University Prepaid Card Program Policy' is provided for guidance. The 'Requester:' field contains 'Catherine Chen' with search and help icons. The 'Is this for someone else?' dropdown is set to 'No'. Under 'Purpose of the Program', there is a 'More information' link and a text box with the instruction: 'Describe the expenses that will be paid using the prepaid cards. If applicable, attach a copy of UCAIHS approval letter.' The text box contains 'Payment to Human Subject Incentives'. At the bottom, the 'Request Type' section has four radio button options: '- None -', 'Establish Prepaid Card Program' (which is selected), 'Request Additional Cards', and 'Transfer Custodial Responsibilities'.

## Establishing a Prepaid Card Program

### Requester Process Steps

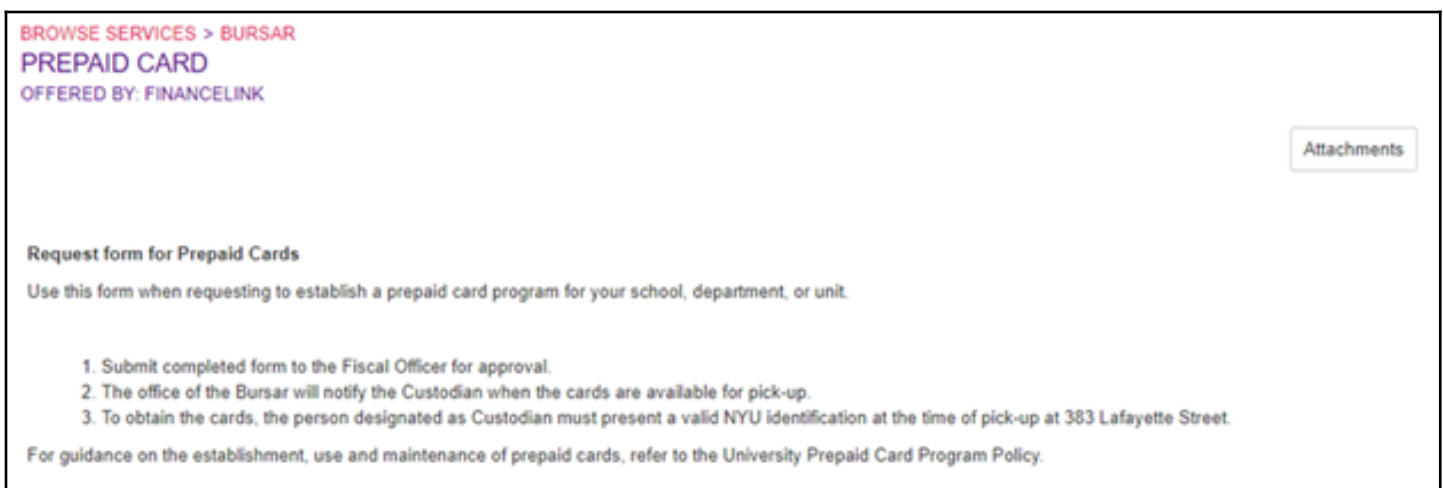
1. Navigate to the [Prepaid Card Request Form](#) and select request type, **Establish Prepaid Card Program**, to establish a prepaid card program for your school or unit. An initial batch of prepaid cards can be requested on this form at the same time as the establishment of a prepaid card program.
2. Submit the completed forms for review and approval(s) from the school/unit

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3. Completed and approved forms will be submitted to the Office of the Bursar for review and processing. Any questions or concerns can be submitted via email to [prepaidcards@nyu.edu](mailto:prepaidcards@nyu.edu). (Any file(s) containing restricted data must only be shared by using NYU Box, and never emailed.)
4. Within 48 hours, the Office of the Bursar will notify the Custodian when the cards are available for pick-up. The Custodian must present a valid NYU identification card at the time of pick-up.

## How to Add Attachments

At the top right corner of the form **click** the *Attachments* button > **click** the *Choose file* button to attach any additional information that may assist in the approval or fulfillment of your request.



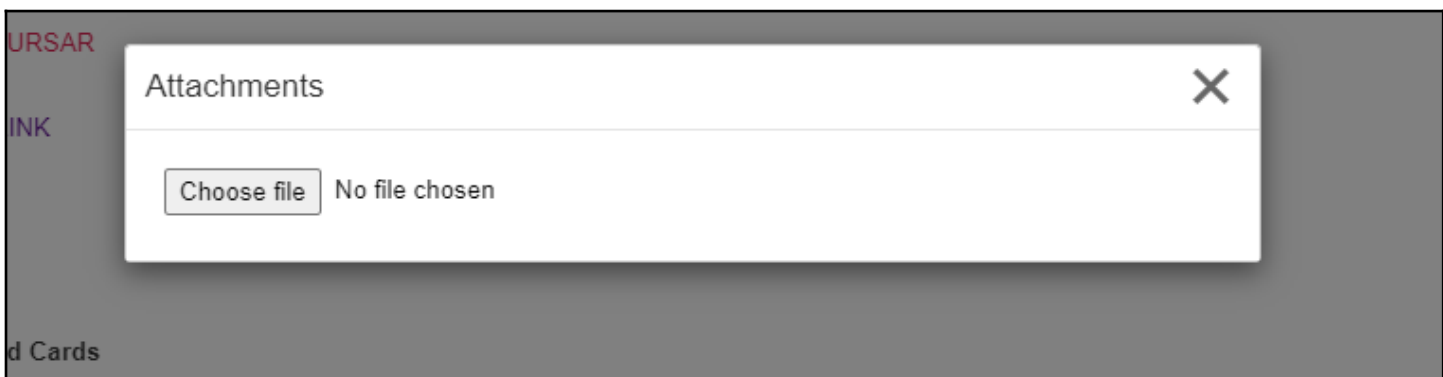
BROWSE SERVICES > BURSAR  
PREPAID CARD  
OFFERED BY: FINANCELINK

Attachments

Request form for Prepaid Cards  
Use this form when requesting to establish a prepaid card program for your school, department, or unit.

1. Submit completed form to the Fiscal Officer for approval.
2. The office of the Bursar will notify the Custodian when the cards are available for pick-up.
3. To obtain the cards, the person designated as Custodian must present a valid NYU identification at the time of pick-up at 383 Lafayette Street.

For guidance on the establishment, use and maintenance of prepaid cards, refer to the University Prepaid Card Program Policy.



Attachments

Choose file No file chosen

Examples of attachments include the following:

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- Copies of the NYU IRB / UCAIHS approval letter(s)
- Request and Distribution Log (if needed). The request logs should include the following:
  - FAME Project ID & Name (for Human Subject Payments only)
  - Number of cards requested
  - Value amount of each card
  - Participant Identifier (if known) (e.g. Project ID\_1, Project ID\_2)

**Please note, you must password protect any forms or spreadsheets containing SSN/TIN following the University’s protocols to [Classify Data](#) as set forth by the Office of Information Security. Any file(s) containing restricted data must only be shared by using NYU Box and never emailed. NYU Box will never transmit the actual data over email, but rather, send it to the recipient a URL to the password-protected files. [Learn more about NYU Box.](#)**

## Requesting Additional Cards

**PREPAID CARD**  
OFFERED BY: FINANCELINK

Request form for Prepaid Cards

Use this form when requesting to establish a prepaid card program for your school, department, or unit.

1. Submit completed form to the Fiscal Officer for approval.
2. The office of the Bursar will notify the Custodian when the cards are available for pick-up.
3. To obtain the cards, the person designated as Custodian must present a valid NYU identification at the time of pick-up at 383 Lafayette Street.

For guidance on the establishment, use and maintenance of prepaid cards, refer to the University Prepaid Card Program Policy.

Requester:

Is this for someone else?

Purpose of the Program

Describe the expenses that will be paid using the prepaid cards. If applicable, attach a copy of UCAIHS approval letter.

Payment to Human Subject Incentives

\* Request Type

-- None --

Establish Prepaid Card Program

Request Additional Cards

Transfer Custodial Responsibilities

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1. Navigate to the [Prepaid Card Request Form](#), select the request type, **Request Additional Cards**, to request additional prepaid cards that will be distributed from the program once it has been established.
2. Select the **Type of Cards** requested: One Time Load Cards or Reloadable Cards.
3. For Reloadable cards, the Custodian must provide a Request Log, with the following information via NYU Box (all files must be protected/masked SSN):
  - a. FAME Project ID & Name (for Human Subject Payments only)
  - b. Number of cards requested
  - c. Value amount of each card
  - d. Research Subject information
    - i. *Custodians must collect relevant taxpayer information (by submitting a completed IRS W-9 Form for each individual) including Full Legal Name, SSN/TIN, Permanent and Mailing Address (if different), FNIF (if Foreign National)*
4. Custodians must always password protect any forms or spreadsheets containing SSN/TIN following the University's protocols to [Classify Data](#) as set forth by the Office of Information Security. Any file(s) containing restricted data must only be shared by using NYU Box and never emailed. NYU Box will never transmit the actual data over email, but rather, send it to the recipient a URL to the password-protected files. [Learn more about NYU Box](#).
5. Submit the completed forms for review and approval(s) from the school/unit.
6. Completed and approved forms will be submitted to the Office of the Bursar for review and processing. Any questions or concerns can be submitted via email to [prepaidcards@nyu.edu](mailto:prepaidcards@nyu.edu). *(Any file(s) containing restricted data must only be shared by using NYU Box, and never emailed.)*
7. Within 48 hours, the Office of the Bursar will notify the Custodian when the cards are available for pick-up. The Custodian must present a valid NYU identification card at the time of pick-up.

# Card Reconciliation

BROWSE SERVICES > BURSAR  
PREPAID CARD RECONCILIATION  
OFFERED BY: FINANCELINK

Attachments

Request form for Prepaid Card Reconciliations

Requester:

\* Program ID

Department

Fiscal Officer

\* Cards on Hand

Current Card Total

Cards Distributed

How Many Cards Remain

Comments

Current Date

1. Navigate to the **Prepaid Card Reconciliation form**, select the **Program ID** to submit the number of cards on-hand. It will automatically calculate the cards distributed based on the previous cards orders and previously submitted reconciliations.
2. Reconciliation can only be submitted by the current program Custodian.
3. Submit the completed forms for review and approval(s) by the Fiscal Officer.
4. Please email [prepaidcards@nyu.edu](mailto:prepaidcards@nyu.edu) if there are any questions or concerns.

# Transfer of Custodian

**PREPAID CARD**  
OFFERED BY: FINANCELINK

Attachments

**Request form for Prepaid Cards**

Use this form when requesting to establish a prepaid card program for your school, department, or unit.

1. Submit completed form to the Fiscal Officer for approval.
2. The office of the Bursar will notify the Custodian when the cards are available for pick-up.
3. To obtain the cards, the person designated as Custodian must present a valid NYU identification at the time of pick-up at 383 Lafayette Street.

For guidance on the establishment, use and maintenance of prepaid cards, refer to the University Prepaid Card Program Policy.

Requester:

Is this for someone else?

Purpose of the Program  
▼ More information

Describe the expenses that will be paid using the prepaid cards. If applicable, attach a copy of UCAIHS approval letter.

Payment to Human Subject Incentives

\* Request Type

-- None --

Establish Prepaid Card Program

Request Additional Cards

Transfer Custodial Responsibilities

1. Navigate to the **Request form for Prepaid Card**, select the request type **Transfer Custodial Responsibilities** to indicate the name of the **New Custodian**, and transfer the custodial responsibility of a program once it has been established.
2. Requests can only be submitted by the current program Custodian.
3. Submit the completed forms for review and approval(s) from the school/unit.
4. Review and Approvals from the New Custodian and Fiscal Officer will be required.
5. Please email [prepaidcards@nyu.edu](mailto:prepaidcards@nyu.edu) if there are any questions or concerns.

## Are Existing Prepaid Card Programs Included?

No. This will only include the new programs created via the online form.

## Form Best Practices

- **Requester = Custodian** - the requester is the Custodian of the prepaid cards. If you are not the Custodian:
  - Select Yes, in the *Is this is for someone else* field.
  - Indicate the Custodian's Name in the *Requested For* field.
- **Establish a Prepaid Card Program** - first-time users of the form must always select Establish a Prepaid Card Program in the Request Type section prior to obtaining cards. Once established, additional cards can be requested as needed.
- **Fiscal Officer (FO)** - ensure the correct FO is selected as this impacts the approval workflow. The person listed must align with the Cost Center/Org setup in DRM. If routed incorrectly, the request will be declined and your request will need to be re-entered which will delay the process.

## Prepaid Card Glossary

**Total Cards Received** tracks the **total number** of cards over a Program's life, not a specific request. Reconciliation does **not** reduce the amount.

**Current Card Total** is a dynamic number that updates (increases/decreases) with each card request AND reconciliation.

## Need Additional Support?

Please contact [prepaidcards@nyu.edu](mailto:prepaidcards@nyu.edu) for additional information or to assist with any questions or concerns.